

5 creating a flow object associated with the telephone call;
 establishing a communications link with a flow connection module at the destination;
 transferring the data to the flow connection module using the communications link;
 receiving from the flow connection module a telephone extension to which the
telephone call is to be forwarded; and
10 requesting that the telephone call associated with the application be transferred to the
destination.

31 2. (Once Amended) The method of Claim 1 wherein the flow object includes
routines for establishing the communications link with the flow connection module at the
destination.

 3. (Once Amended) The method of Claim 1, further comprising:
 receiving a call transfer notification from the flow connection module at the
destination; and
 disconnecting the communications link with the flow connection module at the
5 destination after receiving the call transfer notification.

 4. (Once Amended) The method of Claim 1, further comprising:
 determining a profile for the telephone call;

referencing data in a locator module to determine an appropriate destination address for the telephone call; and

5 thereafter establishing the communications link with the destination.

5. (Once Amended) The method of Claim 1, wherein the requesting step occurs after the transferring step.

B 1 6. (Once Amended) The method of Claim 4, wherein the locator comprises a location table containing a ordering of addresses and corresponding call handling applications.

7. (Once Amended) The method of Claim 1 wherein the flow object comprises a destination field to contain an identifier associated with the destination and a data field to contain the data and wherein receiving the transfer request further comprises:
adding the data to the flow object.

8. (Once Amended) The method of Claim 6 wherein the location table comprises information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

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9. (Once Amended) The method of Claim 6 wherein the location table contains an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

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11. (Once Amended) The method of Claim 1 wherein the request to transfer the telephone call is sent in a format suitable for receipt by a computer-telephone interface ("CTI") link to a private branch exchange ("PBX") and wherein the establishing step comprises:

identifying a call-handling application associated with the destination; and
determining whether the call-handling application is presently active.

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19. (Once Amended) The method of Claim 15, further comprising:
obtaining an available destination address prior to establishing the communications link; and
determining whether a call-handling application associated with the agent destination is at least one of presently active and available.

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23. (Once Amended) The method of Claim 15 wherein establishing the communications link between the first flow connection module and the second flow connection module utilizes at least one computer-to-computer communication protocol and wherein in the receiving step the routing program accesses a location table, the location table

5 comprising information relating to the availability of the call handling applications and an ordering of phone DNs and agent DNs associated with each call handling application.

B4 24. (Once Amended) The method of Claim 23 wherein the at least one computer-to-computer communication protocol is TCP/IP and wherein the location table comprises an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

36. (Once Amended) The system of Claim 31 wherein the first flow object and the second connection module establish the communications link using at least one computer-to-computer communication protocol and further comprising:

B5 a locator configured to identify an agent destination to receive the telephone call, 5 wherein the locator comprises a location table containing an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

B4 41. (Once Amended) The system of Claim 31 wherein if the telephone call is disconnected, the first flow object is configured to send a disconnect message to the second connection module and wherein the telephone call is transferred to the destination after the data is transferred to the destination.

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5 48. (Once Amended) The system of Claim 42 wherein the first flow object and the second flow connection module establish the communications link using at least one computer-to-computer communication protocol and wherein the locator comprises a location table containing an attribute set list, an address list, a call handling application list, and a status list and wherein the attribute set list contains attribute identifiers for call center application attributes.

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54. (Once Amended) The system of Claim 42 wherein if the telephone call is disconnected, the first flow object is configured to send a disconnect message to the second connection module and wherein the telephone call is transferred to the destination after the data is transferred to the destination.